

October 27, 2006

To: Hosted Services Vendors for Debt Recovery and Healthcare Billing

Re: Request for Information (RFI) #0634-234

Background

The purpose of this Request for Information (RFI) is to learn more about entities that offer **hosted services**. No contract will be entered into as a result of responding to this RFI. The Washington State Department of Social and Health Services (DSHS), Financial Services Administration (FSA), Office of Financial Recovery (OFR) intends to develop and issue a Request for Proposal (RFP) in the near future to competitively acquire on-demand real-time "hosted" data processing services for revenue collection and debt management activities. The initiative does not involve the purchase or custom development of computer software. All collection responsibilities will remain with DSHS/FSA/OFR staff.

With hosted services the state would contract for the use of an existing contractor-owned and operated system – with no ownership rights. The data, however, would be provided by the state. Designated department staff would use the contractor operated system to establish claims and manage collection activities. The contractor system would be used to generate Medicare, Medicaid, private insurance and private-pay claims. A major component also involves collection of client overpayments from cash support through TANF, food benefits, certain medical payments, work-loss and supplemental income.

DSHS/FSA intends to seek a single vendor (or multiple vendors working cooperatively) that can process clean HIPAA compliant claims, establish debt, set up collection schedules, be configurable to accommodate different program rules, schedule collection actions to specified timeframes, monitor statutes of limitation, allow for due process appeals, query and sort data to build management reports and provide individual and overall performance reporting.

After reviewing materials submitted in response to this RFI, some vendors may be invited to demonstrate their products and services to prospective system users. Release of a formal Request for Proposal (RFP) will follow in January 2007.

About Washington department of Social and Health Services (DSHS)

DSHS Mission

Our Mission:

The mission of DSHS is to improve the quality of life for individuals and families in need. We help people achieve safe, self-sufficient, healthy and secure lives.

Guiding Principles:

<ul style="list-style-type: none">• Customer Focus• Service Coordination• Responsiveness to Diversity• Long-term Thinking• Collaborative Leadership• Community Partnership	<ul style="list-style-type: none">• Accountable Performance• Organization Development• Employee Participation• Results Oriented• Data-based Decisions• Continuous Improvement
---	--

Financial Services Administration (FSA) supports and assists DSHS in meeting the diverse needs of individuals and families by facilitating sound management of its fiscal resources. FSA is widely recognized for its solid and responsive fiscal strategies and business solutions.

Collaborative internal and external partnerships are the foundation of our excellence in fiscal management. These partnerships reinforce our role in the DSHS mission, and provide opportunities for the development of leading edge financial strategies and systems to achieve DSHS goals.

FSA Office of Financial Recovery (OFR) promotes fiscal practices to become the best collector of public debt within the state of Washington. OFR strives to maximize the amount of collected funds and return it to DSHS programs.

Vision for Hosted Services

DSHS seeks hosted services to: improve collection efforts and the “bottom line”, more efficiently process claims, eliminate manual processes, maximize use of existing staff, establish performance measures/benchmarks for collection activities, provide better case management (focus on high yield claims), quickly implement changes at the state and federal level relative to claims and financial recovery operations, eliminate costly mainframe processing fees, increase capacity in recovery efforts, provide flexibility for future growth, and capitalize on innovative, proven methods for using technology to improve recovery efforts.

Information we Seek from Interested Firms

All responses should be brief and high level (not to exceed 1 page per question or a total of 25 pages per submission).

A. Tell us about your organization:

1. Describe your experience operating and managing a system which supports collections, client overpayments, and federal reimbursement.
2. Describe your specific experience working with state government social service programs.
3. Have you provided hosted services for medical billing for a large healthcare provider? Please describe.
4. Have you provided hosted services for a debt recovery type organization? Please describe.

B. Tell us about your system:

1. Please describe your hosted service offering. Is an on-line demo available through the Internet?
2. Please describe your system platform, operations, and support.
3. Describe the user interface to your hosted system.
4. Does your system process medical claims?
5. Can your system process client over payments for both federal and state programs?
6. Describe your system's ability to manage "joint and several" debt obligations where many debtors may be associated with the same debt and any debtor may have multiple debts from different programs.
7. What does your collections "tool box" include?
8. Describe your case management functions and features.

C. Tell us about your approach and methods:

1. What does a typical implementation look like in terms of time and effort? What are the key implementation components?
2. What is your approach to assisting customers with business process re-engineering?
3. How do you approach and build data interfaces with your system?
4. How do you ensure quality in your software product and hosted service?
5. How do you maintain compliance with privacy regulations?

D. Tell us about your pricing:

Please provide general information about pricing options.

E. Tell us about your customers:

Give examples of customers currently using your hosted services for debt management and collection activities.

RFI Response Due Date & Contact Information

Deadline for responses to be received by DSHS is November 10th, 2006.

For questions or comments please contact:

Denise Christensen, Project Manager
Department of Social and Health Services
Financial Services Administration
Office of Financial Recovery

Fax: (360) 664-5801

Phone: (360) 664-5559

Please submit your responses to Denise Christensen at the following email address:

Email chrisdc@dshs.wa.gov

Thank you for your interest in this engagement. We look forward to hearing from you soon.

* * *